

A large graphic consisting of a dark grey vertical bar on the left, a lighter grey vertical bar in the middle, and the letters "CSR" in a bold, blue, sans-serif font to the right. The letters "C" and "S" are partially overlaid by the grey bars.

## Customer Specific Requirements

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Transfer the Customer Specific Requirements to suppliers – VDA,  
VW Group

CSR Rev. 001

**AGENDA:**

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## 1. Scope

This Customer Specific Requirements Document (CSR) is an integral part of Corporate Supplier Manual (CSM) and aims - defines to transfer the specific and special requirements of the final customer (OEM) and Huf.

This document contains the most restrictive requirements that have to be fulfilled by the Huf suppliers and does not replace any of the OEM's requirements. The latest and most valid versions of CSR's are available on IATF website and/or on the OEM's website:

<https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/>

The supplier is obliged to sign this document.

## 2. Targets

Targets for suppliers (PPM, Logistic Performance, 8D evaluation) are set for all components (material groups) in the Huf Supplier Portal, available on [www.huf-group.com](http://www.huf-group.com) website and update annually.

## 3. D / TLD

When delivering raw materials, components with a flammability (D - VW, A - Porsche) and / or safety requirements, supplier shall carry out D/TLD audit once per 12 months and share the audit report with Huf.

## 4. Qualification / Resampling

Qualification of materials, components must be performed once per 12 months. To ensure quality, Supplier must carry out a regular qualification of its scope of supply in accordance VDA publication "Robust Production Processes" (section 5.3.4).

## 5. Certificates of conformity

Supplier shall send the CoC (also named as CQC, CoA) for materials, components as a part of the PPAP submission and each time on demand of the Huf company.

## 6. Knowledge of basic VDA and Formel Q manuals

The supplier confirms that he is familiar with the requirements of the following Formel Q documents and meets these requirements.

- VDA 2 Securing the Quality of Supplies
- VDA 5 Capacity of Measurement Processes
- VDA 6.3 Process Audit
- VDA 6.5 Product Audit

- VDA Volume Maturity Level Assurance
- VDA Volume Product Integrity
- VDA Volume Robust Production Process
- VDA Volume AIAG VDA FMEA Handbook
- VDA Volume Automotive SPICE Guidelines
- Formel Q Konkret
- Formel Q Capability
- Formel Q New Parts Integral

## **7. Documentation and archiving**

All Quality Records related to D / TLD Product Characteristics related to Product Safety are retained by the Supplier over the life of the product (including spare parts) + 30 years so that they are readily available at Huf request – acc. to VDA 1.

## **8. Self assessment**

The contractor must perform a self-audit according to Formel Q Capability on the basis of VDA 6.3 and send the result to Huf Group at least once every 12 months in the form of a complete audit report.

## **9. PSCR**

According to Document Formel Q Capability The supplier must appoint and train the Product Safety and Conformity Representative (PSCR) for each phase in the supply chain. This information (nomination letter, training certificate) must be submitted to Huf. The product safety representative must have appointed and trained representative.

## **10. Second-part audits**

The supplier agrees that Huf Group (or appointed representative) may carry out a process audit Formel Q Capability in the supplier's plant on the basis of VDA 6.3 .

## **11. Part history (Teilelebenslauf)**

Supplier is obliged to inform Huf about any changes in the process chain (place of production, product change, process change or supplier change) as required by Formel Q using „Part History” form. All parts (or label on the boxes) have to be marked with latest part status labels and shipped with valid measurement reports according to last revision of the drawing.

## **12. 2DP – 2 days production (2-tage production)**

Supplier have to carry out a multi-stage acceptance of two-day production as a part of process release/self-assessment and send the result to Huf at least once every 12 months in the form of a complete audit report.

### 13. Warranty Parts Review, Containments and Problem Solving

Upon receipt of a warranty claim, Suppliers shall respond within the specified limits, utilizing only the array of available responses as set forth below:

- Category 1: Responsibility of Supplier (Sample provided by Huf Supplier)
- Category 2: Trouble Not Found NTF (Sample provided by Huf Supplier)
- Category 3: Responsibility of Dealer and/or Customer

#### Reporting Tool – 8D and Required Response Time Frame

- Supplier will undertake to receive and respond to an 8-D Problem Action report which is the official communication tool for reporting and resolving problems.
- The required Response time frame is as follows:
  - an initial response to a critical problem (essentially the containment action/8D report: Steps 1 to 3 – 3D) is required within 48 hours of receipt from Huf
  - a 5-Why analysis for ascertaining root causes and verification is required to be completed as part of the 8D process
  - 8D final response is required within 10 working days of receipt from Huf
- If Suppliers fails to respond within Huf required time frame (48 hours for critical issues for section 1 of the 8D report and/or 10 working days for full root cause and final corrective action for section 2 and 3 of the 8D), Supplier will be deemed to have accepted the warranty claim and all warranty costs received from OEM and all other costs and expenses of Huf will be the sole responsibility of the Supplier. In case when more time will be needed to determine the cause of the problem, the supplier may ask for a deviation and we will individually set the time needed to close the complaint.

#### Category 1: Responsibility of Supplier

Warranty part analysis results and actions shall be documented using the 8-D format. This format is also utilized to monitor the effectiveness of corrective actions over time by each component. Implementation of a testing process to verify actual root cause and determine corrective action for dealer claims is required of Huf by our OEM customers and must therefore be pass-thru to our Suppliers as well. The Supplier shall keep all provided parts received as warranty for a period of 6 weeks from issue notification date.

#### Category 2: NTF - No Trouble Found

If NTF status is declared in the 8-D process, Suppliers must clearly describe and document with data, how they arrived at this conclusion. In other words, NTF status in the warranty analysis process must follow systematic elimination of potential root cause factors. NTF typically describes a scenario whereby testing indicates the returned part meets Huf and/or our customer part and performance requirements as defined in purchase orders, PPF and warranty terms and agreements.

Examples include: additional levels of testing, development of new test procedures, simulation of customer usage, verification to all applicable specifications, etc. In some cases when the



defect is proven at the customer, a compromise may have to be reached between Supplier, Huf, and Customer (shared % responsibility).

**Category 3: Responsibility of Dealer and/or Customer**

N/A

**14. Others**

If Huf request the supplier to use certain advanced quality planning instruments (e.g., forms, programs or systems) / advanced standards not mentioned in this document, the supplier has to use them if requested to do so by Huf.

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**Supplier Quality Development**

**Supplier signature and date**

**Quality Manager**

CREATED	CHECKED	APPROVED
Dariusz Kowalski (PS-SD)	Grzegorz Piotrowski (PS-PP)	Michael Krumsdorf (PS-SD)
Signature	Signature	Signature

HISTORY			
REVISION	REASON	BY	DATE
001	Released	Dariusz Kowalski	16.02.2021

Document review once per 12 months or in case of any changes/updates in Customer Specific Requirements